



FACILITY RULES



INFORMATION AND GUIDELINES

N E X T D C

B1 + B2 Brisbane | **C1** Canberra | **M1 + M2** Melbourne | **P1** Perth | **S1 + S2** Sydney

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NEXTDC

NEXTDC is leading the digital revolution with a national portfolio of next generation data centres that give our customers more visibility and control than ever before.

The NEXTDC Facility Rules and documents referred to within this document detail the conditions of use for the facilities and services provided by NEXTDC. They define the minimum standards that everyone visiting our facilities is expected to maintain. Further detail is available in the NEXTDC ONEDC® Quick-start Guide, available on the ONEDC® customer portal.

All persons entering a NEXTDC facility must comply with these Facility Rules and all applicable laws and regulations relating to the facility and your activities at the facility. Failure to comply may result in the removal of access and a possible incident referral to local authorities.

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1. Customer Support Services

NEXTDC operates 24 hours a day, seven days a week. All enquiries, support requests and incidents are to be reported to the NEXTDC Customer Success Team. The NEXTDC Customer Success Team can be contacted by:

- raising a ticket through ONEDC® – which is the preferred method of contact <https://onedc.nextdc.com>
- phoning 1300 NXT OPS (1300 698 677) from Australia, or +61 7 3177 4799 when calling from overseas
- emailing nxtops@nextdc.com

Please note: customers are expected to keep their staff contact details updated on the ONEDC® customer portal.

1.1 Emergencies

All injuries and medical emergencies shall be reported to a NEXTDC team member onsite.





2. Site Access

Only authorised persons can enter the facilities. An up-to-date list of your company's authorised persons and their contact details must be maintained in ONEDC®, including those responsible for authorising access to your data centre space.

The company's authorised person is responsible for assigning rack access for each individual in ONEDC®.

All persons wishing to enter a NEXTDC facility must:

- complete an induction prior to being granted unescorted access
- wear and display a NEXTDC issued Identity Access Card (IDAC)
- comply with these Facility Rules and any supplementary requirements
- enter and leave a NEXTDC facility through the front entrance only (except during an emergency evacuation).

A person wishing to visit a NEXTDC facility without an IDAC will only be granted access if they can provide written confirmation from an authorised person that they are permitted to enter on that organisation's behalf. A ticket can be requested through ONEDC®.

2.1 Inductions

All contractors and IDAC holders must complete an induction prior to the commencement of work within any NEXTDC facility. Inductions are comprised of two parts: an online induction and questionnaire, and an in-person site orientation. Site orientations are specific to each site and are conducted at 10:00am each Monday, Wednesday and Friday.

Customers and contractors working in multiple NEXTDC facilities will require a site orientation for each facility that they visit. Inductions are valid for a period of twelve (12) months. An online induction renewal notice will be dispatched in advance of the expiry date. Facility access will be restricted if the renewal induction has not been completed within the specified time frame.

NEXTDC reserves the right to require a visitor to complete an induction renewal at any time if visitor's actions are in breach of the NEXTDC Facility Rules.

Inductions can be requested through ONEDC®. Please contact the NEXTDC Customer Success Team if assistance is required or to schedule your site orientation.

2.2 Acceptable forms of identification

At the time of your site orientation all candidates must be positively identified. NEXTDC can accept the following forms of government issued photo ID:

- current passport
- expired passport that has not been cancelled and was current within the preceding 2 years
- driver's licence issued by an Australian State or Territory
- photo licence or permit issued under a law of the Commonwealth a State or Territory Government.

Other forms of identification not listed will only be accepted at the discretion of the on-site Facility Manager, Customer Service Manager, Head of Security and Customer Service or Head of Central Operations.



2.3 IDACs

An IDAC will be issued following the successful completion of a facility induction. IDACs issued by NEX TDC remain the property of NEX TDC and are for the sole use of the authorised person that they have been assigned to.

IDACs must:

- be worn in plain sight whilst in a NEX TDC facility
- not be shared
- not be copied or reproduced in any way
- not be tampered with in any way
- be immediately reported to the NEX TDC Customer Success Team if lost or stolen.

IDACs discovered in the possession of a person other than the owner will be confiscated and deactivated. Both IDAC holders may be required to be re-inducted to regain facility access.

2.4 Guest access

Guests access must be booked in advance using ONEDC® or by contacting the NEX TDC Customer Success Team.

Guests must:

- be escorted at all times by an authorised and inducted customer representative or NEX TDC staff IDAC holder
- exchange a NEX TDC approved form of identification for a Guest IDAC
- always wear the Guest IDAC in plain sight whilst visiting a NEX TDC facility
- comply with these Facility Rules and any supplementary requirements.

If NEX TDC is required to escort guests on your behalf, Remote Hands fees will be charged accordingly.

The guest escort is responsible for the behaviour and actions of the guests when inside the facility and each authorised person may request and escort up to three guests at one time. Any unescorted person holding a guest IDAC will be removed from the facility and denied entry.

2.5 Contractor access

Third party contractors are permitted unescorted access only if they have completed an induction and have booked a visit in advance through ONEDC or by contacting the NEX TDC Customer Success Team. Contractors will only be granted access to the requested area(s).

Contractors must:

- be booked in for a contractor induction if they have not been inducted at the facility
- comply with these Facility Rules and any supplementary requirements
- comply with the NEX TDC Permit to Work process for all hazardous work
- exchange a NEX TDC approved form of identification for a contractor IDAC
- wear the Contractor IDAC in plain sight at all times whilst in a NEX TDC facility.

If NEX TDC is required to escort third party contractors on your behalf, Remote Hands fees will be charged accordingly.

It remains the customer's responsibility to remotely or locally unlock their rack for any third party contractor.



2.6 Service providers

NEXTDC's Service Provider access scheme offers customer representatives unrestricted and unescorted access to NEXTDC facilities.

Service providers must:

- have a valid a Letter of Authority signed by a NEXTDC customer
- have entered into a Service Provider Agreement with NEXTDC and will only be granted access to the requested area(s) as detailed in the Letter of Authority
- comply with these Facility Rules and any supplementary requirements
- comply with the NEXTDC Permit to Work process for all hazardous work
- wear the Service Provider IDAC in plain sight at all times whilst in a NEXTDC facility.

Please contact the NEXTDC Customer Success Team for assistance with Service Provider access.

2.7 Permit to Work

For the following types of work, an approved Permit to Work (PTW) must be held by the customer and/or contractor for the duration of the work.

A PTW is needed for work that:

- produces dust
- produces heat
- is electrical
- is in a confined space
- involves external rack cabling installation (or related)
- is planned preventive maintenance
- requires isolation of NEXTDC fire detection systems.

The Permit[®] to Work application shall be submitted through ONEDC[®] or the NEXTDC Customer Success Team at least seven (7) days prior to the planned commencement of the work.

Sub-standard work, or work not in accordance with site policies or the previously submitted and approved scope of works must be rectified by the contractor, at your contractor's (or your own) cost.

If you or your contractor fail to rectify the issue within seven (7) days of being notified in writing, NEXTDC may engage its own contractors, and fees may be charged accordingly.



2.8 Deliveries and pick-ups (loading dock access)

All deliveries and pick-ups are to be pre-booked in advance through ONEDC®.

The minimum information required for booking any delivery or pickup is the:

- name of courier company (or driver name for self-delivery)
- delivery receipt/ticket number/consignment-note reference
- estimated time-of-arrival
- number of items to be delivered, including their weight and size
- name of the person you authorise NEXTDC to release the goods to, and the date and time you expect that person to collect the goods from the facility.

All persons requiring access to the loading dock must:

- book in advance to ensure access is not denied
- create a standard delivery ticket for any self-delivered goods
- remove all vehicles from the loading dock area immediately following loading or unloading of goods
- unpack goods in the designated unpacking area and place rubbish and empty pallets in the [rubbish disposal room](#).

If NEXTDC is required to remove rubbish or packaging left in the data halls, corridors or any other area outside the rubbish disposal room, Remote Hands rubbish removal fees will apply.

Unpacked goods must be moved into a pre-booked staging room, or taken through the security portal to the data centre and directly to your rack(s) or suite.

When organising a pick-up, all persons must:

- pack and label all goods, ready for pick-up
- book a pick-up service with a courier
- hand the goods over to the NEXTDC Customer Service Representatives.

NEXTDC does not organise pick-ups on behalf of customers or contractors.

Additionally, if using NEXTDC's Remote Hands service to pack a delivery, all persons must:

- provide all packaging materials
- provide the appropriate shipping label(s)
- create a Remote Hands ticket through ONEDC® for NEXTDC to pack the required goods with the supplied packaging.

2.9 Staging rooms

Staging rooms are bookable in advance through ONEDC®.

The following rules apply to all NEXTDC staging rooms:

- Staging rooms can be booked up to a maximum of one month – extensions will be granted depending on availability
- Upon completion of your staging room booking all material must be removed, and the room is to be left neat and tidy
- If NEXTDC is required to remove any of your rubbish or packaging left in the staging rooms, Remote Hands fees may be charged accordingly
- All persons must take all reasonable precautions to protect the floor, wall and ceiling surfaces; you will be held responsible and may be charged accordingly for any damage caused through negligent or reckless behaviour.



2.10 Other site services

The following site services are bookable in advance through ONEDC®.

- parking
- meeting rooms
- storage rooms

Parking spaces are for the sole purpose of conducting business on-site and are not to be booked for any other purpose.

Dedicated lockable storage lockers are available for hire on a monthly basis to store items such as instruction manuals, spare parts, cables and other materials that may be required on site. The use of the storage lockers must comply with the terms found within this document.

2.11 Audits of NEXTDC data centres

Direct customers may request to conduct an audit of NEXTDC data centres, however NEXTDC's partner customers may only request to audit a data centre where it is mandatory for their certification purposes (e.g. PCI, IRAP or ISO 27001) and a third party auditor is used. In addition, customers may only conduct an audit of their space within a NEXTDC data centre.

Customers must provide their request by raising a ticket via Service Now to the NEXTDC Customer Success Team at least two (2) weeks prior to the intended audit date. All requests to undertake an audit are subject to prior approval by NEXTDC. Note that remote hands fees may apply.

2.12 Collection of personal information

For security purposes, NEXTDC collects personal information to permit access to a NEXTDC facility, such as via ONEDC®, site access logs, video surveillance and temporarily holding "NEXTDC acceptable forms of identification" in exchange for guest or contractor IDACs.

This information is collected, used and kept secure in accordance with NEXTDC's Privacy Policy <http://www.nextdc.com/privacy-policy>.

Note that "personal information" has the meaning given to it in the **Privacy Act 1988 (Cth)**.



3. Security

All persons entering a NEXTDC facility must:

- not prop open any doors
- only use emergency exits as part of a genuine emergency evacuation
- not attempt to access any unauthorised areas, on a non-exhaustive basis
- not tamper with, remove or disable any facility systems or services
- not capture any imagery without the prior written consent of NEXTDC
- not install any supplementary security devices without the prior written consent of NEXTDC
- not leave any items unattended
- present bags and/or boxes for inspection upon request by NEXTDC staff.

Unauthorised access includes, but is not limited to, attempting access to racks and/or cages belonging to other customers, underfloor areas, air conditioning systems, plant rooms, the security office, and service risers.

Video footage will be provided to authorities as part of a duly authorised investigation, as approved by NEXTDC. If you have an incident which requires an investigation of the footage this may be made available for viewing providing it does not affect the privacy of others and at NEXTDC's discretion. Any request for assistance with video footage can be made by raising a ticket via ONEDC® to the NEXTDC Customer Success Team by the customer's authorised representative.



4. General

All persons entering a NEXTDC facility must:

- not smoke unless in a designated smoking area
- not consume alcohol
- not be under the influence of alcohol or drugs
- not use any type of loud speaker to play media of any kind in shared areas
- not consume food or beverages unless in a designated break out area
- not transport food or beverages through the data halls
- ensure all rubbish is removed and all work areas left clean and tidy. Cardboard, timber and packing is not permitted within the data halls.
- ensure packaging material and all general waste rubbish is placed in the relevant collection areas; Remote Hands fees may be charged accordingly if NEXTDC is required to remove rubbish and materials left on-site and not taken to the relevant collection areas
- be considerate of others in all shared areas and amenities
- minimise excessive use, interference with, or obstruction to, the proper use and enjoyment of these amenities by others
- report all damage and faulty equipment
- not bring minors to any NEXTDC facility unless they are part of a tour group, or an employee of a customer or a contractor
- ensure that when in a NEXTDC facility, all minors are directly and continuously supervised by an authorised adult at all times
- not bring any pet or animal to a NEXTDC facility, except for guide or assistance dogs
- remove all e-waste from site, NEXTDC will not dispose of e-waste for any customer or contractor
- report spills of any liquids to NEXTDC
- clean up spilt liquids to remove any hazard, as soon as reasonably practicable
- not bring combustible materials into the facility without prior approval and supply of a relevant Safety Data Sheet (SDS).

4.1 Fire systems and evacuation

All persons entering a NEXTDC facility must:

- not isolate or otherwise disable any fire detection or suppression system unless it is an authorised action as part of work pre-approved by NEXTDC
- not obstruct, prop open or misuse any fire door
- not obstruct or misuse any fire stairs or fire exit
- not operate any fire suppression systems
- exit immediately and not re-enter any area where a fire suppression system has, or is about to discharge
- comply with all emergency evacuation system alerts, and instructions given by NEXTDC staff or emergency services personnel
- not re-enter any NEXTDC facility following an evacuation until permitted by NEXTDC fire wardens.

4.2 Health, safety and environment

All persons entering a NEXTDC facility must:

- comply with all applicable workplace health and safety laws and regulations
- comply with all applicable environmental laws and regulations
- immediately report to the security office all safety and environmental accidents, injuries and near misses that occur within the facility boundary
- wear enclosed, flat footwear at all times
- wear clothing suitable for the work environment
- behave in a manner acceptable to NEXTDC
- carry out work in a manner that does not impact others or the operation of the facility – all work on site is subject to the reasonable requirements and directions of NEXTDC
- not abuse, leer at, sexually harass or otherwise behave in an offensive manner towards staff or other facility visitors
- ensure that emergency alarms and announcements can be heard when using headphones
- be properly trained and certified (if required) for using any required lifting devices and ensure that the lifting device is designed for the purpose it is being used for and that it is properly maintained and used in accordance with any relevant WHS legislation
- comply with NEXTDC's environmental requirements, including correctly disposing of recycling material in the appropriate bins and ensuring all electrical and electronic equipment is transported, handled, stored and disposed of in accordance with AS5377
- not dispose of electrical and electronic equipment in NEXTDC's bins
- ensure ladders are fibreglass and fit for use, in conjunction with the appropriate WHS guidelines.

NEXTDC does not supply ladders, server lifters or any type of tools.

4.3 Installations

All persons entering a NEXTDC facility must:

- manage all equipment deliveries in a professional, coordinated manner
- provide rack weight(s) in advance of delivery and participate in project risk assessments
- comply with all NEXTDC instructions for weight distribution and/or protection of floor and wall surfaces at no cost to NEXTDC
- ensure that aisles and corridors are clear and unobstructed at all times and that all doors, including hot and cold aisle doors, remain closed when not in use
- not detach, un-bay, disassemble, move or otherwise modify any rack or rack privacy panel without prior written permission from NEXTDC
- ensure all equipment is installed with the airflow intake drawing air from the cold aisle and exhaust directed to the hot aisle. For NEXTDC standard racks the cold aisle has a blue door and the hot aisle has a red door
- ensure containment integrity is maintained through the use of blanking panels to block vacant rack unit positions
- ensure all equipment and related items are securely, neatly and safely installed or stored entirely within the racks or suite allocated, and in a manner that does not obstruct passage or present other hazards
- not lift floor tiles or otherwise access the sub-floor area for any reason
- not install any radio antenna equipment (Wi-Fi access points, mobile network antennas, and similar), unless NEXTDC has agreed in writing, as they may cause interference with our systems.
- not store cardboard, liquids, flammable materials, or any other items deemed dangerous by NEXTDC management
- remove all packaging and rubbish
- not adjust or relocate floor grilles
- take precautions to protect the floor, wall and ceiling surfaces within our facilities
- pay for any damage you cause to our facilities.

Overheating caused by incorrect equipment and containment installation is not covered by our service level agreement.

Any equipment or installation deemed not to conform with any part of the Facility Rules will be escalated with the primary point of contact. Persons shall have fifteen (15) business days to rectify any non-compliance issues. Failure to do so may result in access being deactivated, re-induction required, or applicable charges being incurred to cover labour costs to rectify.



5. Power

All persons entering a NEXTDC facility must:

- ensure all equipment is tested and tagged in accordance with AS3760.
- ensure all equipment is installed to correctly utilise the A+B power configuration for maintainability and redundancy, and not to draw additional power.
- ensure the combined usage of the A and B outlets shall not exceed your contracted power allocation
- not use power boards, double adaptors or similar devices
- ensure that power rails are not “daisy-chained” (plugging one power rail into another power rail)
- ensure Static Transfer Switches (STS) are of a type that provides overlapping switching of the neutral conductor and are approved by NEXTDC in writing
- ensure any customer provided power rail(s) are inspected by a competent person and are tested and tagged in accordance with AS3760 – the connecting plug must be of IEC309 type
- not inspect, touch or tamper with any overhead services without written approval from NEXTDC. Failure to comply may result in the immediate cancellation of IDAC(s) and the responsible person(s) being escorted from the site
- remember that NEXTDC reserves the right to refuse the installation of equipment and power rails where the electrical work does not comply with the relevant standards or regulations; is not performed in a proper and professional manner; or was undertaken by an unlicensed person. In the event that the non-compliance is deemed by NEXTDC to be dangerous in nature, the offending equipment may be disconnected immediately and without prior notification
- provide notice of at least one business day if you require a NEXTDC power outlet connection or disconnection, by creating a ticket in ONEDC® or by contacting the NEXTDC Customer Success Team. The initial connection to the power outlets specified in the customer contract is included in the establishment fee – subsequent power connections will be charged at our standard Remote Hands rate
- only connect equipment to the power feed for the rack within which it is physically located.

If you trip the NEXTDC managed circuit breakers, you should create a Remote Hands ticket in ONEDC® or contact the NEXTDC Customer Success Team to request it to be reset. NEXTDC staff will require access to your rack to perform a non-invasive visual inspection before the breaker is reset. You will be charged at our standard Remote Hands rate.

If a NEXTDC managed circuit breaker has tripped more than once, we will require you to have your hardware electrically tested by the vendor or qualified electrician. Failure to do so will result in NEXTDC refusing to reset the circuit breaker.



6. Cabling and carrier services

The customer or their contractor and carriers must:

- notify NEXTDC of planned carrier service installations through the relevant access booking process
- order the required structure cabling and Cross Connect services to connect to services
- obtain a cable licence for any cable deployment outside of any rack prior to installation
- ensure that each cable or group of cables deployed under a cable licence has a maximum diameter of 20mm, noting that any cable comprised of a group of cables over 20mm will incur additional cable licence fees
- ensure all customer or carrier installed cabling deployments comply with the respective NEXTDC Cable Licence Installation Requirements and any supplementary requirements
- not undertake private cable installation, except for cables connecting between your own contiguous racks via the side cable-ports inside the rack
- ensure any private tie cabling is removed at the conclusion of the customer's contract term or once it is no longer being used – if any damage is caused by its removal or if it is not removed, you may be charged accordingly for the reasonable cost of removal and/ or repairs
- provide all Cross Connect B-end details in the correct NEXTDC format - it is the customer's responsibility to ensure these details are in the correct format
- ensure that only the A-end customer (company who ordered the Cross Connect(s)) can request that their service(s) be disconnected for testing, decommissioned or other
 - not install, disconnect, move or swap any cable on the NEXTDC side of the demarcation point, without written approval by NEXTDC and the A-end customer of that service(s), by way of a ONEDC ticket – a person's failure to book ahead will result in the immediate cancellation of their IDAC and removal from site.

If for any reason, a customer's fibre cross connect does not work, NEXTDC will perform one complementary TX/ RX core swap at the requesting customer's rack. This involves a NEXTDC technician reversing the polarity on the customer's patch lead. Any further work relating to the cross connect in question will require a remote hands ticket(s) raised. Should NEXTDC be at fault, no charges will be applied to the remote hands request. Issues outside of NEXTDC's control or infrastructure will incur charges.

7. Appendix A: Glossary of Terms

Term	Definition
AS 3760	Australian standard for In-Service Safety Inspection and Testing of Electrical Equipment
AS 5377	Australian standard for Collection, Storage, Transport and Treatment of End-of-Life Electrical and Electronic Equipment
Cable License	NEXTDC cable license product
Cable Licence Installation Requirements	This document outlines the NEXTDC specific requirements for all work related to copper and fibre structured cabling systems within NEXTDC facilities
Cage	A caged area which may include Racks, the specifics of which are outlined in an applicable Service Order
Carrier	Authorised carrier under the Telecommunications Act 1997
Cross Connect	NEXTDC Cross Connect product
Cross Connect ID	Cross Connect identification number provided by NEXTDC
Facility Rules	Rules relating to the operation and management of the facility and the provision of the Services.
IDAC	A NEXTDC issued access card to enable access to the data centre
Letter of Authority	NEXTDC's formal agreement with customers to provide access to NEXTDC facilities to inducted personnel who are covered under a Service Provider License
NEXTDC	NEXTDC and all of its subsidiaries, affiliates and related bodies corporate
ONEDC®	NEXTDC's proprietary software
Permit to Work (PTW)	The formal documentation that outlines the works to be performed, the contractor's requirements and associated documents, including the scope of works, SWMS, drawings and specifications and certificate of currency insurance
Rack	A physical rack, the specific details of which are outlined in an applicable Service Order
Rack ID	The rack identification number provided by NEXTDC
Security Office	The office at the main entrance of each facility where NEXTDC Customer Service Representatives (CSRs) are located
Scope of Works	Detail of works to be conducted under a PTW
Service ID	The service identification number provided by NEXTDC
Service Provider License	NEXTDC's formal agreement with service providers
Structured cabling	NEXTDC structured cabling product
SWMS	Safe Work Method Statement
WHS	Workplace Health and Safety

8. Appendix B: Amendments from Version 5

Chapter	Summary of Changes
2.1 Inductions	Specific times and days have been given for inductions. Wording changed to clarify what forms of identifications are acceptable.
2.6 Permit to Work	Some information added around the compliance of work under a PTW and the rectification window and associated costs for compliance.
2.7 Deliveries and pick-ups	Information on booking the loading dock. Information added in relation to pick-ups. Information added in relation to Remote Hands used to pack equipment. Guidelines on rubbish removal and potential fees has been added.
2.11 Audits of NEXTDC data centres	New chapter containing information relating to audits of NEXTDC facilities.
2.12 Collection of personal information	New chapter containing information around the collection of personal information.
4 General	Updated information around requirements within our data centres. Addition of wording to state fees may be charged if labour is required to remove rubbish left by customers.
6 Health, Safety and Environment	Updated information to state NEXTDC will not supply ladders, server lifters or any type of tool. Updated information on compliance of ladders, brought to site by customers.
7 Installations	Updated information to define acceptable practise in NEXTDC data centres. Addition of wording to state fees may be charged if any damage is caused to NEXTDC facilities.
8 Power	New chapter containing information related to electrical aspects of NEXTDC data centres.
9 Cabling and carrier services	Updated information around what is included in NEXTDC cable licences. Additional information has been added to ensure compliance with NEXTDC cabling rules and fees associated for compliance.

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